



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **RTL 1313 RETAIL SECURITY AND LOSS PREVENTION**
 Semester & Year : MAY – AUGUST 2017
 Lecturer/Examiner : Elizabeth Tan Ai Gaik
 Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
 PART A (20 marks) : Answer all TWENTY (20) multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
 PART B (80 marks) : Answer all FOUR (4) short answer questions. Answers are to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College of Hospitality regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College of Hospitality.

Total Number of pages = 6 (Including the cover page)

PART B : SHORT ANSWER QUESTIONS (80 MARKS)

INSTRUCTION(S) : **FOUR (4)** short answer questions. Answer **ALL** questions. Answers are to be written in the Answer Booklet provided.

1. a) What do you understand by the term 'shrinkage' in retail? (2 marks)
b) Discuss **THREE (3)** impact of 'shrinkage' in the retail business. (12 marks)
c) Recommend **TWO (2)** methods that Retailers can use in Loss Prevention technology to address the problem of shrinkage. (6 marks)
(Total 20 marks)

2. a) Describe the **FOUR (4)** types of shoplifters. (8 marks)
b) Recommend **FOUR (4)** steps that should be observed when handling / detaining a suspected shoplifter in a retail store. (12 marks)
(Total 20 marks)

3. a) Name **FIVE (5)** ways in which employees steal merchandise. (5 marks)
b) Using examples, describe **ONE (1)** of the methods stated in (a) above. (5 marks)
c) Describe **FOUR (4)** internal controls that can be used to protect the retail store from merchandise loss by employee theft. (10 marks)
(Total 20 marks)

4. a) Briefly explain **FOUR (4)** ways in which a store can reduce its vulnerability to vendor fraud. (8 marks)

b) In a retail store, staff are required to record and document all 'incidents' that they have experienced and witnessed in an 'Incident Report'.
To assist staff to prepare their Incident Reports, you are required to design the form for staff to fill in and submit to management. The format should not be more than 2 pages.
(12 marks)
(Total 20 marks)

End of Exam Paper